

ATTENTION: Dealer Principal, Warranty Manager, Service Manager, Parts Manager

Freightliner Dealers – U.S. and Canada
Western Star and Sterling Dealers – U.S. and Canada
FCCC Dealers – U.S. and Canada
Thomas Built Buses Dealers – U.S. and Canada
Direct Warranty Customers – U.S. and Canada
Detroit Diesel Distributors
Export Distributors

Daimler Truck North America LLC

WARRANTY CAMPAIGNS DEPARTMENT

P.O. Box 4090 800-547-0712
Portland, Oregon 97208-4090

If you have questions about this Letter, please submit your inquiry on the Web using the [WSC Link on DTNAConnect](#)

REF #: ICI22-039

Effective: 09/15/22

Release: 09/15/22

SUBJECT: FL946 – Interim Recall Notice

This letter is to inform you that an interim recall notice is being sent to affected customers for recall *FL946 ~ TBB Passenger Set Frame*. The interim notices were mailed on 09/16//2022.

This notice is for your information only. There is no action for dealers to take. If customers inquire, please refer them to the US and Canadian interim notices copied below

If you have questions or need further information, contact the Warranty Campaigns Department by submitting an inquiry through the WSC link on DTNAConnect.

REF #: ICI22-039

En vigueur : 15/09/22

Sortie: 15/09/22

MATIERE: FL946 – Avis de rappel provisoire

Cette lettre a pour but de vous informer qu'un avis de rappel provisoire est envoyé aux clients concernés pour le rappel FL946 ~ Cadre de jeu de passagers TBB. Les avis intermédiaires ont été postés le 16/09/2022.

Cet avis est pour votre information seulement. Les revendeurs n'ont aucune action à entreprendre. Si les clients demandent, veuillez les renvoyer aux avis provisoires américains et canadiens copiés ci-dessous

Si vous avez des questions ou avez besoin de plus amples informations, contactez le service des campagnes de garantie en soumettant une demande via le lien WSC sur DTNAConnect

IMPORTANT SAFETY RECALL

**September 2022
FL946
Interim Recall Notice
NHTSA #22V-510**

Subject: TBB Passenger Seat Frames

This notice is sent to you in accordance with the requirements of the *National Traffic and Motor Vehicle Safety Act*.

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses (TBB), has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2014-2022 HDX and EFX school buses manufactured May 24, 2013, through October 22, 2021.

Certain buses equipped with 39-inch S3C seat frames and 3-point flex seatbelts, have seat frames crack and rotate from fatigue. The seats may therefore not provide adequate restraint to a belted passenger, which may increase the risk of injury in a crash.

This is the first of two notices you will receive regarding this subject. This letter is to inform you of an upcoming Recall to correct the issue noted above. TBB is currently securing a solution and will provide the appropriate information when available.

A fractured seat frame mounting bracket may be noticed during daily walk through, cleaning, bus inspections and routine maintenance. If found, please contact your local DTNA dealer to have the seat frame replaced.

The second notice will inform you when the final remedy is available. **When you receive the second notice**, please contact your authorized DTNA dealer to schedule the Recall for your vehicle.

If you do not own the vehicle that corresponds to the identification number(s) which appears on the Recall Notification, please return the notification to the Warranty Campaigns Department with any information you can furnish that will assist us in locating the present owner. If you have leased this vehicle, Federal law requires that you forward this notice to the lessee within 10 days. If you are a subsequent stage manufacturer, Federal law requires that you forward this notice to your distributors and retail outlets within five working days.

If you have questions about this Recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, e-mail address DTNA.Warranty.Campaigns@Daimlertruck.com. For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. If you are not able to have the defect remedied without charge and within a reasonable time, you may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590; or call the Vehicle Safety Hotline at (888) 327-4236 (TTY: 800-424-9153); or go to <http://www.nhtsa.gov>.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT
Enclosure

**Daimler Truck
North America LLC**

Daimler Truck North America LLC
Warranty Campaigns Department
P.O. Box 4090
Portland, OR 97208-4090
800.547.0712 Phone

**September 2022
FL946
Interim Recall Notice
Transport Canada #2022-515**

Subject: TBB Passenger Seat Frames

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary, Thomas Built Buses (TBB), has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2014-2022 HDX and EFX school buses manufactured May 24, 2013, through October 22, 2021.

Certain buses equipped with 39-inch S3C seat frames and 3-point flex seatbelts, have seat frames crack and rotate from fatigue. The seats may therefore not provide adequate restraint to a belted passenger, which may increase the risk of injury in a crash.

This is the first of two notices you will receive regarding this subject. This letter is to inform you of an upcoming Recall to correct the issue noted above. TBB is currently securing a solution and will provide the appropriate information when available.

A fractured seat frame mounting bracket may be noticed during daily walk through, cleaning, bus inspections and routine maintenance. If found, please contact your local DTNA dealer to have the seat frame replaced.

The second notice will inform you when the final remedy is available. **When you receive the second notice**, please contact your authorized Daimler Truck North America dealer to schedule the Recall for your vehicle.

If you do not own the vehicle that corresponds to the identification number(s) which appears on the Recall Notification, please return the notification to the Warranty Campaigns Department with any information you can furnish that will assist us in locating the present owner. If you have leased this vehicle, Federal law requires that you forward this notice to the lessee within 10 days. If you are a subsequent stage manufacturer, Federal law requires that you forward this notice to your distributors and retail outlets within five working days.

If you have questions about this Recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, e-mail address DTNA.Warranty.Campaigns@Daimlertruck.com. For other concerns, you may contact the Customer Assistance Center at (800) 385-4357. If you have a safety concern relating to this Recall, you may wish to contact Transport Canada – Motor Vehicle Safety at, 80 rue Noel, Gatineau, Quebec J8Z 0A1 or phone (800) 333-0510.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

**September 2022
FL946
Interim Recall Notice
Transport Canada #2022-515**

Objet : Châssis de siège passager TBB

Cet avis vous est envoyé conformément aux exigences de la Loi sur la sécurité automobile. La présente a pour but de vous informer que votre véhicule peut contenir une défectuosité pouvant nuire à la sécurité d'une personne.

Daimler Truck North America LLC (DTNA), au nom de sa filiale en propriété exclusive, Thomas Built Buses (TBB), a décidé qu'un défaut lié à la sécurité des véhicules à moteur existe dans certains autobus scolaires HDX et EFX de l'année modèle 2014-2022 fabriqués en mai Du 24 octobre 2013 au 22 octobre 2021

Certains autobus équipés de cadres de siège S3C de 39 pouces et de ceintures de sécurité flexibles à 3 points ont des cadres de siège qui se fissurent et tournent à cause de la fatigue. Les sièges peuvent donc ne pas fournir une retenue adéquate à un passager attaché, ce qui peut augmenter le risque de blessure lors d'un accident.

Ceci est le premier des deux avis que vous recevrez à ce sujet. Cette lettre a pour but de vous informer d'un prochain rappel pour corriger le problème mentionné ci-dessus. TBB recherche actuellement une solution et fournira les informations appropriées lorsqu'elles seront disponibles.

Un support de montage de cadre de siège fracturé peut être remarqué lors de la visite quotidienne, du nettoyage, des inspections de bus et de l'entretien de routine. Si trouvé, veuillez contacter votre revendeur DTNA local pour faire remplacer le cadre du siège.

Le deuxième avis vous informera lorsque le remède final sera disponible. Lorsque vous recevez le deuxième avis, veuillez contacter votre concessionnaire autorisé Daimler Truck North America pour programmer le rappel pour votre véhicule.

Si vous ne possédez pas le véhicule qui correspond au(x) numéro(s) d'identification qui apparaît sur la notification de rappel, veuillez retourner la notification au service des campagnes de garantie avec toute information que vous pouvez fournir qui nous aidera à localiser le propriétaire actuel. Si vous avez loué ce véhicule, la loi fédérale exige que vous transmettiez cet avis au locataire dans les 10 jours. Si vous êtes un fabricant de stade ultérieur, la loi fédérale exige que vous transmettiez cet avis à vos distributeurs et points de vente dans les cinq jours ouvrables.

Si vous avez des questions concernant ce rappel, veuillez contacter le service des campagnes de garantie au (800) 547-0712, de 7 h 00 à 16 h 00. Heure du Pacifique, du lundi au vendredi, adresse e-mail DTNA.Warranty.Campaigns@Daimlertruck.com. Pour d'autres préoccupations, vous pouvez contacter le Centre d'assistance à la clientèle au (800) 385-4357. Si vous avez un problème de sécurité lié à ce rappel, vous pouvez contacter Transports Canada – Sécurité des véhicules automobiles au 80, rue Noel, Gatineau, Québec J8Z 0A1 ou téléphoner au (800) 333-0510.

Nous regrettons tout inconvénient que cette action pourrait causer, mais soyez certain que vous comprenez notre intérêt pour la sécurité des véhicules à moteur.

SERVICE DES CAMPAGNES DE GARANTIE
Enceinte